CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (B7) Information Technology Investment Budget Formulation Tool (ITIBFT) Enhancements

TA No: 105-Rev5

Task Area Monitor:		**Alternate Task Area Monitor:**	None
NASA POC:	None	**Software Control Class:**	Low Control
Type of Task:	Recurring Task		

2. **BACKGROUND**

The Office of Chief Financial Officer (OCIO) prepares the Information Technology Budget. Currently the budget are kept on spreadsheets. The budget is populated based upon WBS level 2 and by Budget element. OCIO would like to automate this tool and will be using it for the IT data call to the center.

3. **OBJECTIVE**

The objectives of this task are to gather requirements for the enhancements of the Information Technology Investment Budget Formulation Tool and develop and implement the enhancements defined and approved by the TAM.

4. **GENERAL IT SUPPORT SERVICES**

Maintenance of Software Developed By or For LaRC:
The Contractor shall consult with the customer to identify customer's support requirements and expectations.
As part of the standard maintenance service the Contractor shall:

ž Proactively monitor the application/site for service interruptions and functional anomalies. The Contractor shall immediately notify the TAM and the customer of problems that impact the site's services, functioning, or security.
ž The Contractor will respond to customer support calls. They shall analyze problems, and interface with cognizant IT personnel as needed to resolve problems. Implement corrective action in a timely manner.
ž Provide application administrative support as requested by the application POC.
ž Coordinate any disruptions in service caused by application maintenance or modification and underlying product upgrades (i.e., Cold Fusion, Oracle, etc.) with the appropriate application customer and the TAM.

Customer Support and IT Consultation and Training:
The Contractor shall provide product maintenance and customer support to each of the websites and applications identified in the Work Area Services of this task.

Support shall be provided during core support hours, 8 a.m. - 5 p.m., Monday through Friday, except scheduled LaRC holidays.

The government shall make reasonable request to the contractor for support required outside of the core hours.

General IT Support Services Performance Metrics

Performance Standard: The contractor delivers product within costs and schedule.

Performance Metrics:

Exceeds: The contractor delivers application to the customer prior to scheduled delivery date and under cost.

Meets: The contractor delivers application to the customer on scheduled delivery date and within cost.

Fails: The contractor delivers application to the customer after scheduled delivery date and/or exceeds stated cost by more than 10%.

Performance Standard: Cost reports allow the government to accurately track the costs of development.

Performance Metrics:

Exceeds: The contractor provides to the TAM a monthly report by the 10th of the month, containing all of the information as stated in the work area requirements. All overruns are highlighted, explained, and revised estimates provided.

Meets: The contractor provides to the TAM a monthly report by the 15th of the month, containing all of the information as stated in the work area requirements. All overruns are highlighted, explained, and revised estimates provided.

Fails: The contractor does not provide to the TAM a monthly report by the 20th of the month, containing all of the information as stated in the work area requirements. Overruns are not highlighted, explained, and revised estimates are not provided.

Performance Standard: Product quality meets customer expectations.

Performance Metrics:

Exceeds: Product performance exceeds customer's documented requirements and expectations. Product provides service to the customer beyond anticipated use requirements. Customer provides written or verbal communication indicating the same.

Meets: The product performs as documented in the requirements and meets customer needs. Customer is satisfied with product and uses in the manner intended.

Fails: Product does not perform as documented in the requirements and customer expectations are not met. Customer is not satisfied with product and cannot use in the manner intended.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

<u>Project Title</u>: Enhancements of Information Technology Investment Budget Formulation Tool

<u>LaRC Software Manager</u>: Patricia Deyerle

<u>Software Software Control Class</u>: Low

<u>Responsibilities of Contractor and LaRC personnel</u>:The contractor shall design, develop, prototype, code, and test software to meet customer requirements. The government shall monitor the progress of the development and work with the customer and the contractor to ensure the product meets the customer's needs and functions as expected.

Requirements:
A. The task will require a completed requirements document for Release 3. The purpose of the requirements document is to describe how the application will perform. It provides the contractor's development staff with critical information on the application's flow, security requirements, processing guidelines, and application purpose.

Specfic enhancements/requirements to be completed for ITIBFT Release 3 are as follows:

1. Convert the dollar format for everything to $k.
2. Verify the investment routing is accurate by role and Org.
3. Verify that the default for all IT Categories in In-Guide unless otherwise selected.
4. Add the ability to change the IT Category once it has already been saved with an investment.
5. Create a new Report   Raines Rules Report   to summarize all Raines Rules data entered for all Orgs and all Investments   Selection criteria would be Org and Investment Name. Report layout would list the Investment Name/Org/Raines Rules description Investment Name would be a hyperlink to the actual investment detail
6. Modify the Funding Type Category to list the 7 Appropriations: Science, Aeronautics, Exploration, Space Operations, Education, Cross-Agency Support (CAS), and Inspector General and all must then select if the It Category is In-Guide or Unfunded
If CAS is selected, the user would then need to select Center Management and Ops (CMO), Agency Management and Ops (AMO), or   Other. If CMO is selected, the user would need to select the CMO WBS
7. Modify the IT Category entry process for Application Services. If a user selects Application Portfolio as the IT Category, then they would be required to select one of the Aplication Portfolio Elements: Business Applications, Scinence and Engineering Applications, Project Management Applications, Infrastrucutre Aplications. Then the user would be required to select the Aplpication Sub Portfolios for each of the Application Portfolio Elements and enter FY 09 ($k), FY 10 (DME $k), FY 10 (SS $k), FY 11$k. 8. Currently DME/SS values are applied to an entire investment, would need to remove the DME/SS entry fields from Section 2 of the investment screen to the Investment Detail screen. And now DME/SS would need to be entered for each IT Category/Funding Type for

IT Purchases, CS, and Contractor. DME/SS values would only be required if there is a FY value entered for IT Purchase, CS, and/or Contractor. In summary, a DME and SS line would need to be added under IT Purchases, Civil Servant and Contractros and calcuclations performed for each. Need to determine impact across all ITIBFT categories.

9. Create an ODIN table in the ITIBFT SA area to split the ODIN costs for 5 IT Categories. Need to determine impact across all ITIBFT Reports

10. Modify the ITIBFT labor rates to pull from the PT labor rate table instead of ConITS uploading labor rates in the SA area.

11. Modify all reports to default to 'in-Guide' Funding Type only with the option to change it to Unfunded or both.

12. Modify the Maintain IT Investment Roll-Up to allow the ITIBFT POC to re-name or modify an existing Roll-Up name that crosses multiple system security plans in one screen versus having to update the same roll-up name multiple times for each system security plan grouping.

B. Each task will require a Software Project Management Plan (SPMP. The SPMP describes how the contractor will meet the development requirements, move the final product into production, maintain it, and provide customer support. At a minimum the SPMP shall contain the following:

1. Schedule - Describes the development timeline. The milestone date is defined as the date the completed item is delivered to the POC. All reviews, actions, and responses shall be conducted prior to this date.

2. Product Demonstration Plan - The contractor shall demonstrate the product to the customer and LaRC Software Manager at 50, 75 (if necessary), and 95 percent completion for Release 1 and Release 2.

3. Implementation Plan - Describes how the contractor will migrate the application from the development to the production environment. The plan shall include the testing of the application once it is placed into production.

4. Customer Support Plan - Describes how the contractor will provide help desk support to application users. The plan shall include:

a. Support contacts, phone numbers and email.

b. Tracking mechanisms available to the customer once a problem/question is submitted.

c. How the contractor will communicate with the customer (or the support requester) progress on resolving the problem and when resolution is reached.

5. Test Plan - The goal of testing the application is to ensure the final product meets all customer requirements and is of high quality. The test plan is the procedure the contractor performs to meet this goal. The plan shall address the customer's participation in the testing of the application and also address testing in both the development and production environment.

6. Configuration Management Plan - Describes how the contractor will maintain

configuration control of the software and documentation.

Constraints:
1.Policy
All applications shall be developed in accordance with all government policy.

2. Documentation
The contractor shall provide the customer with a copy of all documentation via CD at project closeout.

3. Product Development
The contractor shall place the software under configuration control.

The Contractor shall develop sites using Center and Agency products of choice unless approval of the Technical Monitor is received.

Acceptance Criteria:
Application/site works as documented, customer can use application/site as required, application is in compliance with all policy, and all documentation is current and retained via CD.

Deliverables:

Number	Deliverable Item	Deliverable Schedule
1	ITIBFT Release 3	ITIBFT Release 3 is targeted for an October 1, 2008 Go Live and should meet all requirements agreed upon by the TAM.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held once the team has

agreed on a time schedule. The contractor Software Manager or alternate is required to attend. Technical performance, timeliness, and cost will be discussed. The contractor software manager is responsible for documenting the minutes of the meeting and providing them to the TAM.

11. PERIOD OF PERFORMANCE

This TA is effective from 12/15/04 to 04/27/09

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50%   Timeliness: 50%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Monthly status report of activites accomplished for ITIBFT.	Within 10 business days following the end of the monthly reporting period.
2	Application (new development or upgrade) documents.	Within 10 business days following customer agreement to pursue development or upgrade.
3	Production Application/Web Site to the Customer	As documented in the schedule.
4	SPMP	As requested by the customer.

17. FILE ATTACHMENTS

None.